

Summary SLA Reports September 2011 Period of Performance

SLA Summary September 2011

SLA	Title	Target	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011
1.11	Severity 1 – CESC and SWESC Data Center Locations & Mainframe	90.00%	100%	100%	100%	100%	Note A	Note A	100%	Note A	100%	Note A	Note A
1.12	Severity 1 – Other Locations	85.00%	97%	87%	100%	95%	87%	97%	84%	87%	92%	87%	85%
1.13	Severity 2 – CESC and SWESC Data Center Locations	95.00%	100%	66%	100%	100%	100%	100%	100%	85%	100%	100%	93%
1.14	Severity 2 – Other Locations	90.00%	99%	96%	97%	98%	98%	98%	96%	97%	97%	94%	91%
1.15	Severity 3 – CESC and SWESC Data Center Locations	95.00%	95%	95%	95%	93%	95%	95%	95%	95%	95%	88%	96%
1.16	Severity 3 – Other Locations	90.00%	92%	92%	94%	93%	92%	92%	91%	90%	91%	94%	93%
1.17	Initial Findings of Root Cause Analysis Reporting for Severity 1 and Severity 2 Incidents	95.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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1.21	Restore Requests for production data in CESC/SWESC	95.00%	100%	98%	100%	100%	99%	100%	96%	100%	100%	100%	100%
1.22	Restore Requests for production data in Remote Sites	95.00%	100%	50%	100%	100%	100%	100%	100%	100%	97%	100%	100%
1.31	Accuracy of Record in Asset Tracking Database	95.00%	N/A	96%	N/A	N/A	97%	N/A	N/A	97%	N/A	N/A	96%
3.11	Deploy service / security patches / anti-virus updates necessary to fix/repair environment vulnerabilities	95.00%	98%	99%	100%	100%	100%	100%	98%	100%	100%	100%	100%
3.21	Managed Firewall Management Implementation of Firewall changes related to changes, adding/deleting Firewall rules for managed firewalls only	90.00%	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A
3.31	NIDS / NIPS – Able to receive and respond to alerts from NIDS/NIPS	99.60%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %

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3.32	HIDS / HIPS – Able to receive and respond to alerts from HIDS/HIPS for changes to selected local files	99.60%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
3.33	NIDS / NIPS and HIDS/HIPS Implementation of changes related to changing adding and deleting signatures and rules	TBD	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A
3.41	Managed Firewall Installation - Installation of Managed Firewalls	72Hrs	0/5	0/11	0/0	0/15	0/2	0/1	0/2	0/1	0/1	0/0	0/1
4.11	Customer Contact Response Time (Average Speed to Answer)	≤ 60s	47s	77s	47s	44s	52s	45s	51s	53s	52s	36s	40s
4.11	Customer Contact Response Time (Email/Web Form Time to Respond)	90.00%	93%	88%	90%	93%	92%	93%	93%	92%	91%	93%	94%
4.12	Password Reset (COV, Encryption using entitlement and EPHD OTP)	99.00%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
4.13	Agency application Password Reset Requests	90.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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4.14	VIP Office Support Response Time	N/A: Reporting Purposes Only	33%	47%	50%	51%	47%	36%	63%	70%	51%	52%	62%
4.15	VIP Office Support Time to Resolve	N/A: Reporting Purposes Only	82%	85%	80%	69%	83%	95%	80%	69%	64%	76%	69%
4.21	First Contact Resolution	70.00%	76%	78%	70%	74%	74%	76%	70%	78%	78%	84%	86%
4.22	Shrink Wrap App Incidents for Assets with Altiris installed	90.00%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
4.23	Incident Closure Notice (via E-mail and Phone)	100.00 %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4.31	New End User Account (up to 20 per request) and individual user account privileges	90.00%	93%	93%	92%	91%	90%	91%	90%	92%	91%	91%	94%

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5.11	On-Site Dispatch-8 Hours	70.00%	82%	82%	80%	80%	82%	84%	84%	83%	84%	78%	82%
5.11	On-Site Dispatch-Next Business Day	90.00%	98%	97%	98%	98%	98%	98%	98%	98%	98%	97%	98%
5.21	Desktop Service IMAC	90.00%	92%	94%	94%	96%	93%	95%	94%	92%	94%	94%	96%
5.31	Software installation (patching) operating System (Including service packs and non critical security patches)	90.00%	100%	100%	100%	100%	100%	100%	100%	100%	Note A	100%	100%
6.11	Messaging Services for Microsoft Exchange	≤ 2 Hrs	0hrs	0hrs	0hrs	0hrs	0hrs	0hrs	0.4hrs	0hrs	0hrs	0hrs	0hrs
7.11	Mainframe & Server - System Availability Mainframe (OS Class 1, IBM, Unisys)	99.50%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%
7.12	Production Server Instances	99.50%	99.9%	99.6%	99.8%	99.7%	99.9%	99.9%	99.8%	99.8%	99.9%	99.8%	99.9%

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7.13	Critical server instances located in critical data centers (CESC & SWESC) with DR	99.90%	100.0 %	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%
8.11	WAN Connectivity – Large Locations	99.95%	0/16	1/16	0/16	0/16	0/17	0/17	1/18	0/17	2/17	1/19	0/18
8.12	WAN Connectivity – Medium Locations and Critical Small Locations	99.90%	15/236	12/235	8/236	8/236	16/237	10/245	10/242	16/243	15/243	15/242	22/242
8.13	WAN Connectivity - Small Locations	99.85%	44/800	29/795	35/788	41/788	47/778	65/776	74/775	66/768	59/768	52/767	70/765
8.14	WAN Connectivity - Managed Router Locations	99.85%	17/349	9/349	9/349	12/349	22/349	20/349	21/351	16/351	25/352	49/353	30/353
8.21	Router Connectivity – Large Locations	99.95%	0/16	0/16	0/16	0/16	0/17	0/17	0/18	0/17	0/17	0/19	0/18
8.22	Router Connectivity - Medium Locations	99.95%	1/236	0/235	0/236	1/236	0/237	1/245	1/242	0/243	0/243	0/242	2/242

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8.23	Router Connectivity – Critical Small Locations	99.95%	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
8.24	Router Connectivity – Small Locations and Managed Routers	99.70%	1/1149	1/1144	2/1137	4/1137	2/1127	0/1125	4/1126	9/1119	5/1120	0/1120	4/1118
8.31	LAN Switch Connectivity – Large Locations	99.70%	1/16	1/16	0/16	1/16	0/17	1/17	2/18	2/17	1/17	2/19	1/18
8.32	LAN Switch Connectivity – Medium Locations	99.70%	2/236	5/235	3/236	1/236	1/237	3/245	7/242	4/243	9/243	13/242	7/242
8.33	LAN Switch Connectivity – Critical Small Locations	99.70%	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
8.34	LAN Switch Connectivity – Small Locations	99.70%	1/800	1/795	2/788	0/788	5/778	6/776	6/775	8/768	4/768	7/767	6/765
8.41	VPN – Remote End-User connection	99.70%	100.0 %	100.0 %	100.0 %	99.9%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	99.9%
8.51	Network Transit Delay	98.00%	98%	99%	99%	98%	98%	99%	99%	99%	99%	99%	99%

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8.52	Packet Delivery Loss (excluding dialup service)	98.00%	92%	56%	45%	44%	80%	33%	36%	37%	9%	26%	37%
9.11	Voice over IP (VoIP) – All Locations	99.90%	0/21	0/21	0/22	0/23	0/29	0/29	0/31	1/33	0/34	33/56	2/56
9.21	Jitter (Real-Time Classes of Service)	98.00%	100%	100%	100%	100%	95%	100%	100%	100%	100%	100%	100%

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